

# OECD Programme for International Student Assessment 2015

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## PISA 2015 Online School Questionnaire: User's Manual

Doc: CY6\_CBA\_SCQ\_PrincipalManual.docx

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Produced by ETS, Core 2 Contractor



### PISA 2015 Contractors



PEARSON



DIPF

Educational Research  
and Educational Information

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## INTRODUCTION

- This document describes how to complete the PISA 2015 online school questionnaire. It provides an overview of the global interface as well as guidance on answering the different types of questions.
- The following Web browsers are supported for the online questionnaire:
  - Firefox (Web browser recommended): Version 19 and above.
  - Internet Explorer: Version 8 and above.
  - Google Chrome: Versions 25 and above.
  - Safari (Mac version): Versions 6 and above.

Other versions may work but are not officially supported.

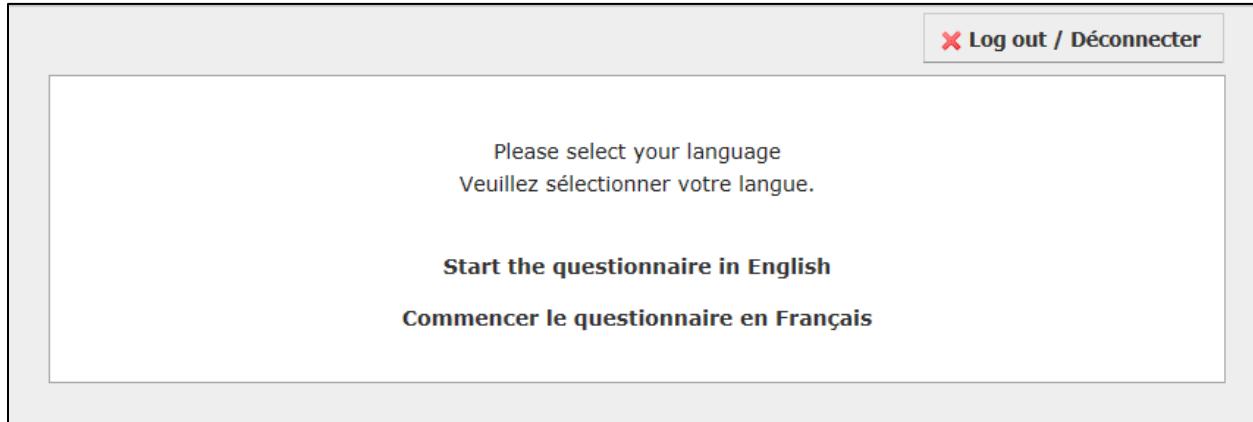
## LOGGING IN TO THE ONLINE QUESTIONNAIRE

- Using your Web browser, please access the following URL:  
<http://pisaportal.tudor.lu/SchoolQuestionnaire>. The following screen will appear:

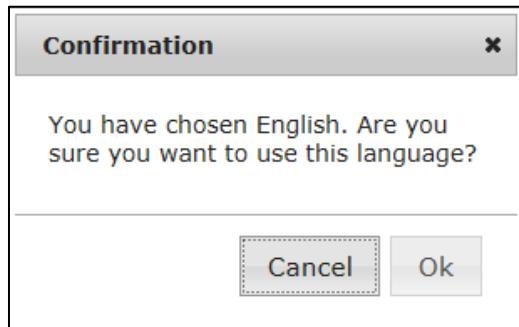
- Use the credentials provided by Macau-PISA Center. The login has four parts (3 digits – 2 digits – 2 digits – 3 digits). The password is 8 digits.
- Click the “Login” button to begin the questionnaire.

## SELECTING LANGUAGE

- If Macau-PISA Center has more than one language for administration, a “select language” screen will be presented:



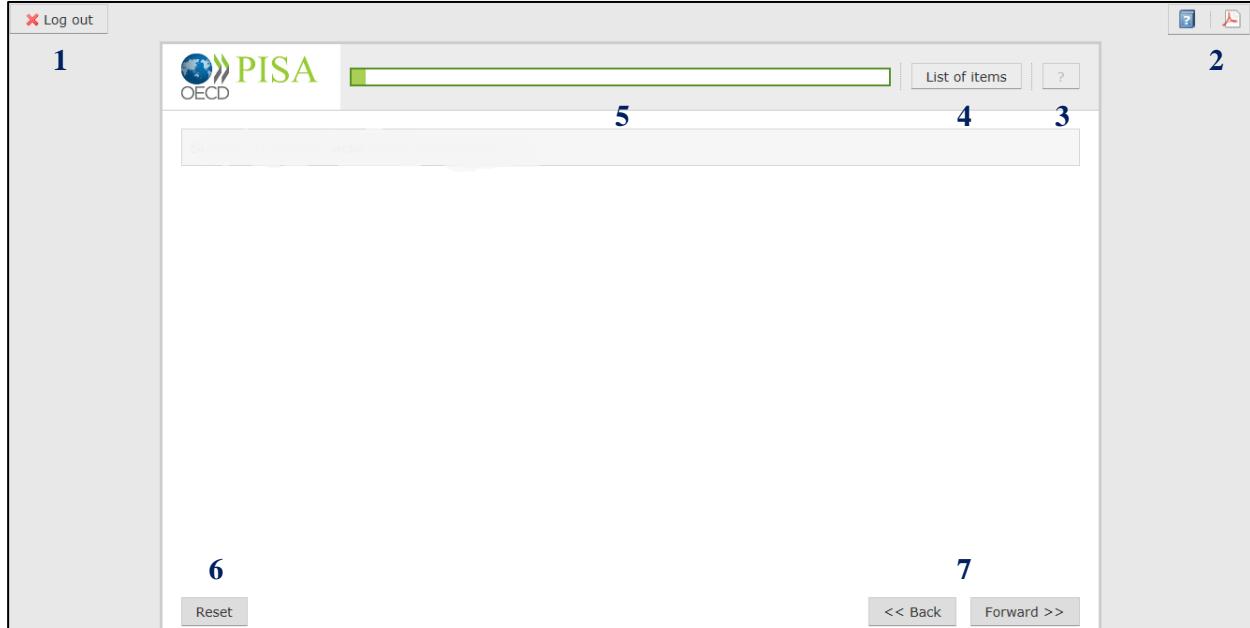
- Click on the language you would like for answering your questionnaire. A confirmation message will be prompted to confirm your choice:



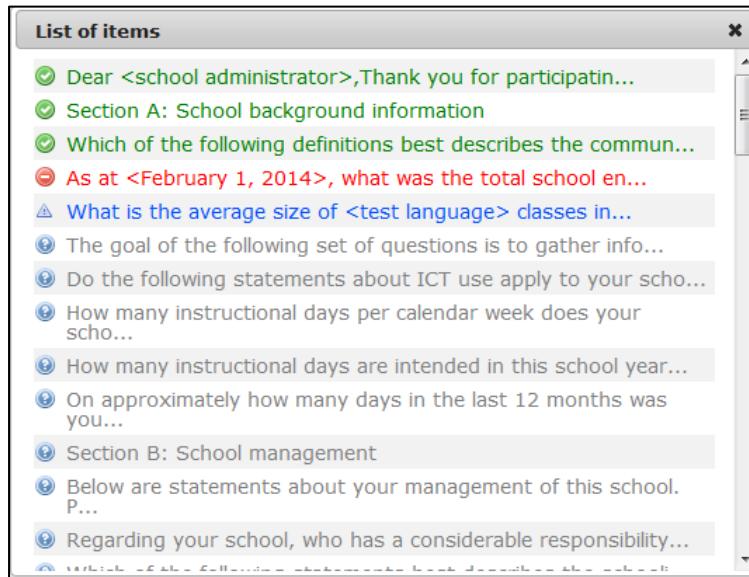
**Please note:** Once you select a language, you cannot go back and change it. Please be careful to select the right language before validating your choice.

## UNDERSTANDING THE QUESTIONNAIRE SCREEN

- All questionnaire screens have the following parts:



- **1: Logout Button:** You are able to log out of your questionnaire at any time and complete it later. When this button is clicked, the data from the current screen are saved (a small  appears in the middle of the screen to indicate this action). When you log in again, the questionnaire opens where you left off. **Please note:** If you close the Web browser by clicking on the close button () situated on the top right corner of the screen of the browser, the data from the current page will not be saved.
- **2: Download Files Button:** Clicking on this button opens a pop-up where you can find this manual and a PDF version of the questionnaire. As the PISA 2015 online questionnaire is designed to be taken online only, the PDF version contains all the questions and also the different routings.
- **3: Help:** The help button displays in a pop-up with additional explanations of terms and concepts used in the question. The help button is only enabled for some questions. If help is available, the question mark will appear in black () . Otherwise it will stay in gray () .
- **4: List of items:** The list of items displays all the questions of the questionnaire. It allows you to navigate throughout the questionnaire (although only to questions already visited). The beginning of each question is shown in this window and the text color indicates the status of a question:



Green indicates questions you completely answered.

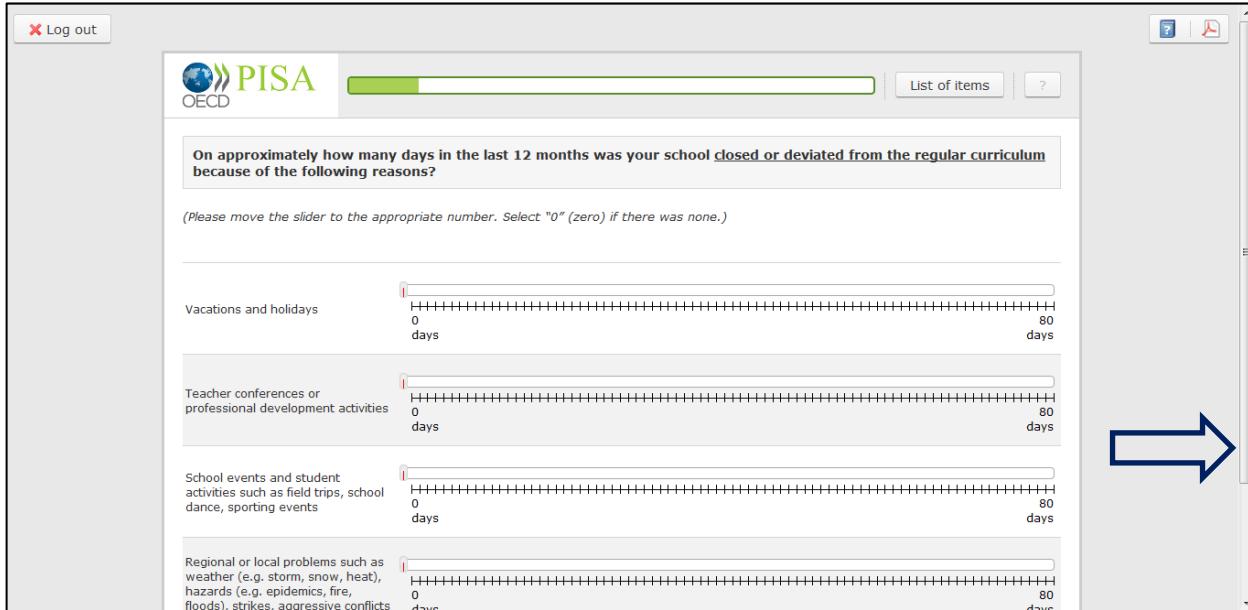
Blue indicates questions you did not answer or partially answered.

Red indicates questions you should recheck as the answer(s) given may be incorrect (not correct according to a consistency check).

Gray indicates the question was never visited: Either you haven't looked at it yet or you took a routing that allows you to skip this question.

- **5: Progress bar:** The green portion shows how much of the questionnaire you have completed. **Please note:** When routings are encountered and cause you to skip a number of questions, this progress bar can move very quickly.
- **6: Reset:** This button allows you to clear all answers on the current screen. The values you entered or selected previously will be fully suppressed.
- **7: Back and Forward:** These buttons are used to move among the questions. **Please note:** Use only these buttons and not the back and forward buttons of your Web browser to navigate in the questionnaire. Each time one of these buttons is clicked, the data are saved (a small  appears in the middle of the screen to indicate this action). When you click on "Back," if you don't see your previous answers, please log out and contact Macau-PISA Center to report this problem). The routings and consistency checks are also executed each time one of these buttons is clicked.

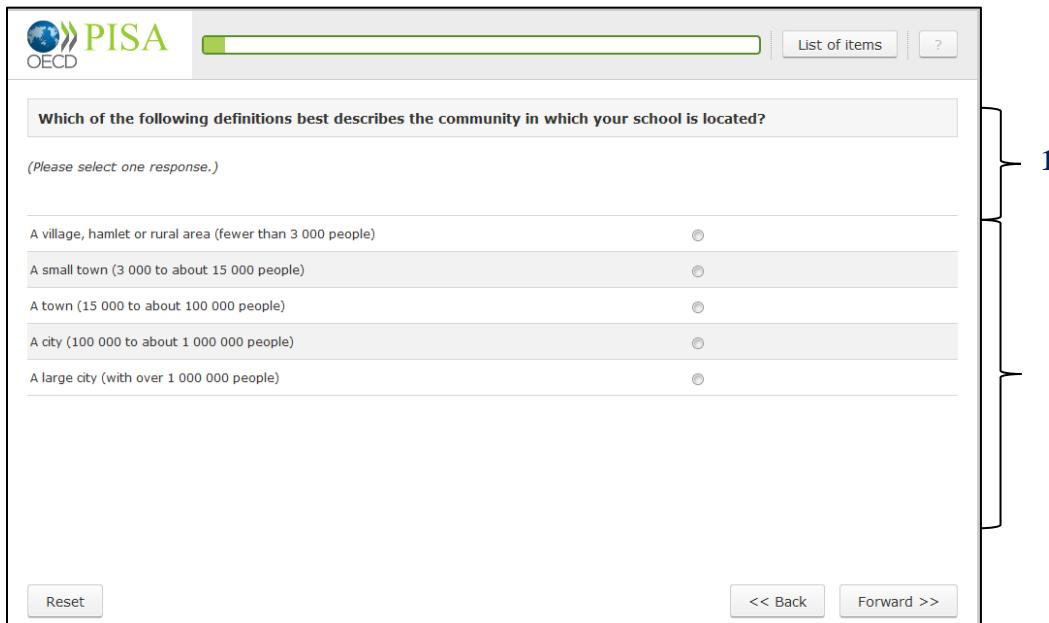
As some questions may be larger than what your screen size can display, please don't forget to click on the scroll bar to see the rest of the question and the Back and Forward buttons.



The screenshot shows a PISA questionnaire page. At the top left is a 'Log out' button. The PISA logo is in the top center. To the right are 'List of items' and a help button. The main question is: 'On approximately how many days in the last 12 months was your school closed or deviated from the regular curriculum because of the following reasons?'. Below the question is an instruction: '(Please move the slider to the appropriate number. Select "0" (zero) if there was none.)'. There are four slider inputs for different reasons, each with a scale from 0 to 80 days. The first reason is 'Vacations and holidays', the second is 'Teacher conferences or professional development activities', the third is 'School events and student activities such as field trips, school dance, sporting events', and the fourth is 'Regional or local problems such as weather (e.g. storm, snow, heat), hazards (e.g. epidemics, fire, floods), strikes, aggressive conflicts'. A large blue arrow points to the right edge of the screen, indicating where the scroll bar is located.

## ANSWERING THE QUESTIONNAIRE

- Each screen has the following information:



The screenshot shows a PISA questionnaire page. At the top left is the PISA logo. To the right are 'List of items' and a help button. The main question is: 'Which of the following definitions best describes the community in which your school is located?'. Below the question is an instruction: '(Please select one response.)'. There is a list of five options with radio buttons: 'A village, hamlet or rural area (fewer than 3 000 people)', 'A small town (3 000 to about 15 000 people)', 'A town (15 000 to about 100 000 people)', 'A city (100 000 to about 1 000 000 people)', and 'A large city (with over 1 000 000 people)'. A large blue bracket on the right side groups the first two options under '1' and the last three under '2'. At the bottom are 'Reset', '<< Back', and 'Forward >>' buttons.

- 1: This part presents the question (in the gray rectangle) and the instruction. According to the question, the instruction may appear before the question.

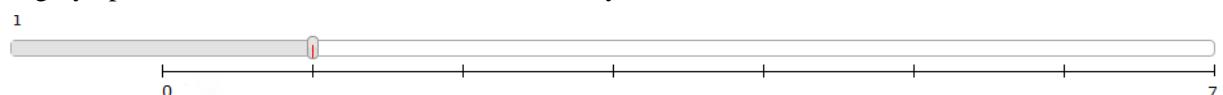
- **2:** This part provides the answers.
- Many of the questions will ask you to select one answer (click on a radio button) or several (check one or several check boxes).
- Some questions ask you to select an answer in a dropdown menu:



- Some questions ask you to enter a number (or a text) in one (or several) boxes:

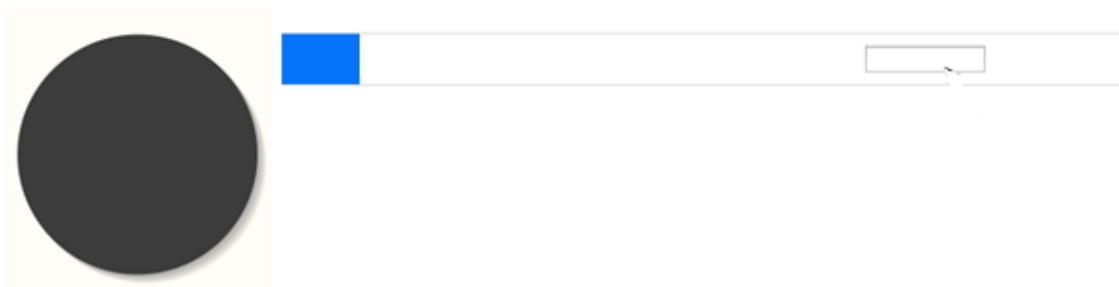


To answer, you need to click and drag the slider  to a location on the scale. The bar will fill with gray up to the selected location, and the number you selected will be shown above the slider:

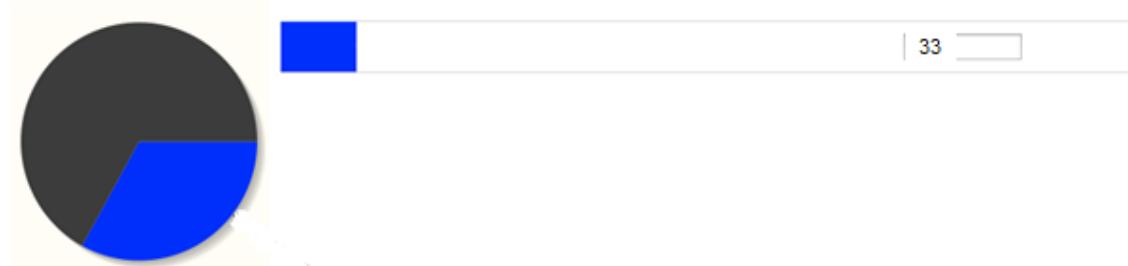


**Please note:** You must move the slider to a number to answer the question, even if you want to select zero as your answer. If you leave the slider in its original position, the question will not be marked as answered.

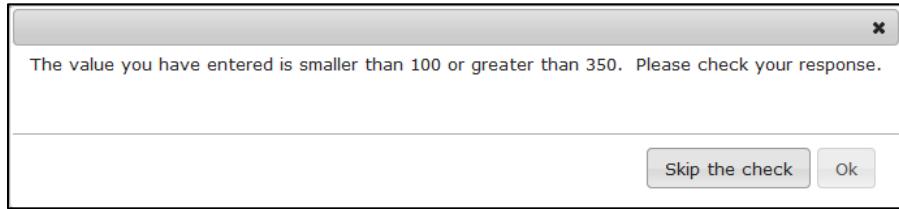
- For a few questions, you need to answer by entering a percentage:



To answer, you have to type the percentage (without the symbol %) in the box. A wedge showing the percentage you typed is shown in the pie:



- For some questions, if you enter a number out of range or do not answer all required parts of the question, you will see an error message:

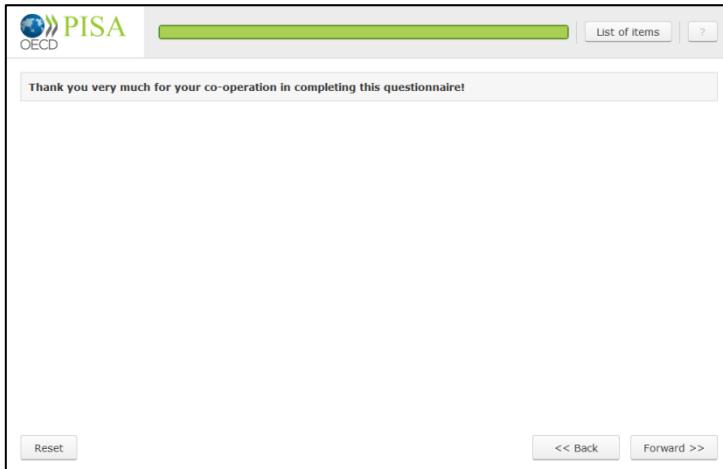


You can click on “Ok” to return to the question and complete or correct your answer.

You can click on “Skip the check” to move to the next question. **Please note:** If you click “Skip the check,” this question will be shown in red if you click on *List of Items*.

## FINISHING THE QUESTIONNAIRE

- At the end of each questionnaire, a thank you screen appears:



- Please **make sure to click on the Forward button** at this point as **this is not the last screen of the questionnaire**.

- A review page is the last screen and allows you to **fully finish your questionnaire**. This page displays all the questions and the status as displayed in the *List of Items*:

The screenshot shows a list of questionnaire items. The items are color-coded: green for completed questions, red for unanswered questions, and blue for questions that have been reviewed. The list includes:

- ✓ Dear <school administrator>, Thank you for participatin...
- ✓ Section A: School background information
- ✓ Which of the following definitions best describes the commun...
- ⌚ As at <February 1, 2014>, what was the total school en...
- ⌚ What is the average size of <test language> classes in...
- ⌚ The goal of the following set of questions is to gather info...
- ⌚ Do the following statements about ICT use apply to your scho...
- ✓ How many instructional days per calendar week does your scho...
- ⌚ How many instructional days are intended in this school year...
- ⌚ On approximately how many days in the last 12 months was you...
- ✓ Section B: School management
- ...
- ✓ Section G: School climate
- ⌚ In your school, to what extent is the learning of students h...
- ⌚ Think about the teachers in your school. How much do you agr...
- ⌚ Do the following statements about parental involvement apply...
- ⌚ During <the last academic year>, what proportion of st...
- ✓ Which statement below best characterises parental expectatio...
- ⌚ Which of the following statements about science related coll...
- ✓ Thank you very much for your co-operation in completing this...

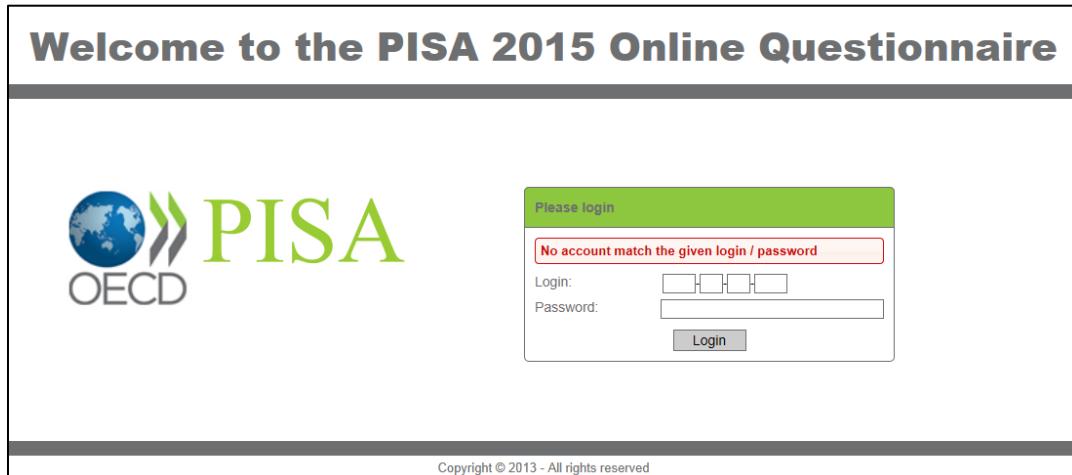
A red box highlights the "Finish >>" button in the bottom right corner of the review page.

As in the List of Items, the colors indicate the status of the question. You can click on a question to review it. After reviewing your answers, it is important that you click on the **Finish button to complete the questionnaire**. Otherwise, your questionnaire will be considered **open and not completed**.

## TROUBLESHOOTING

- If the authentication phase doesn't complete successfully, you'll get one of the following screens stating either that the account doesn't match the login/password or the login doesn't exist:

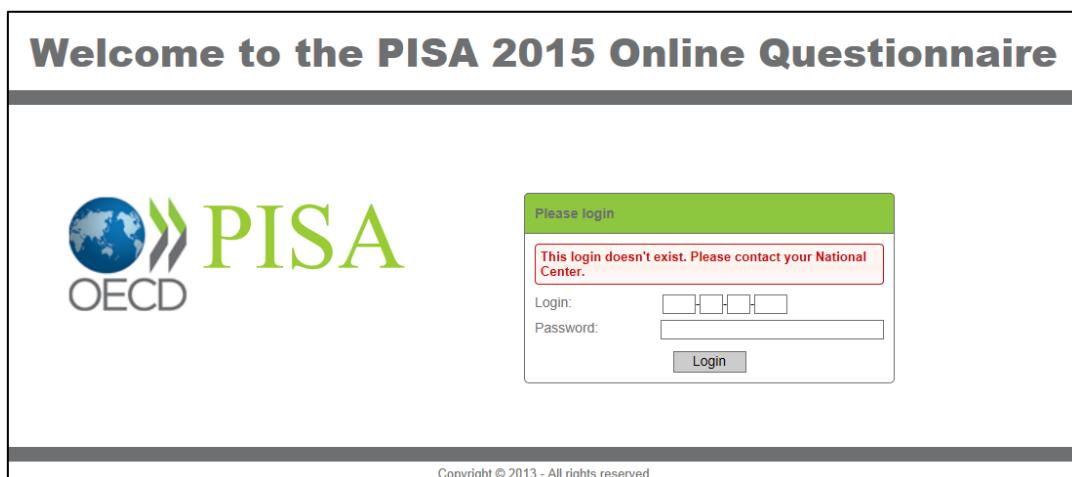
**Welcome to the PISA 2015 Online Questionnaire**



The screenshot shows the PISA 2015 login page. The left side features the PISA logo (a globe icon with arrows) and the text "PISA" and "OECD". The right side has a "Please login" box. Inside, a red error message says "No account match the given login / password". Below it are fields for "Login" (a 4-digit placeholder) and "Password", and a "Login" button.

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**Welcome to the PISA 2015 Online Questionnaire**



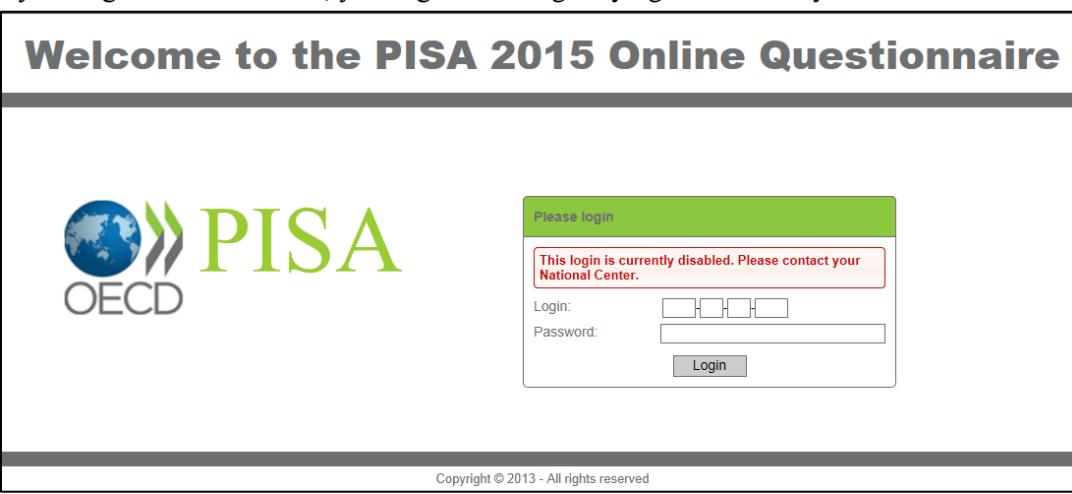
The screenshot shows the PISA 2015 login page. The left side features the PISA logo and the text "PISA" and "OECD". The right side has a "Please login" box. Inside, a red error message says "This login doesn't exist. Please contact your National Center.". Below it are fields for "Login" (a 4-digit placeholder) and "Password", and a "Login" button.

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In this case, you should carefully reenter the login and password and try to connect. If the problem persists, please contact Macau-PISA Center.

- If your login is not activated, you'll get a message saying it is currently disabled:

**Welcome to the PISA 2015 Online Questionnaire**



The screenshot shows the PISA 2015 login page. The left side features the PISA logo and the text "PISA" and "OECD". The right side has a "Please login" box. Inside, a red error message says "This login is currently disabled. Please contact your National Center.". Below it are fields for "Login" (a 4-digit placeholder) and "Password", and a "Login" button.

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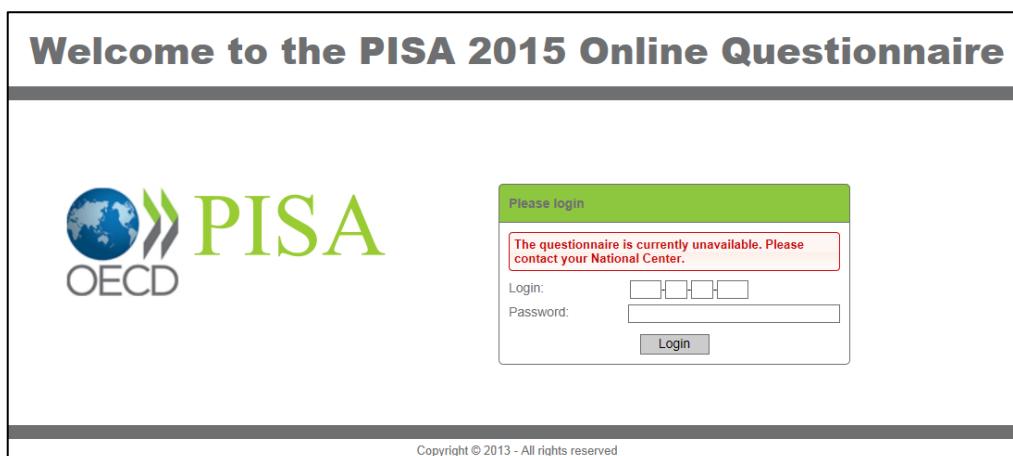
Please contact Macau-PISA Center to get more information about your login status.

- On the language selection screen, you may have one language in gray:

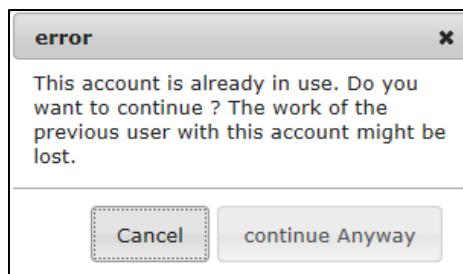


In this case, it means your questionnaire is not ready. Please log out and contact Macau-PISA Center to report your problem.

If Macau-PISA Center has only one language, a screen will be displayed indicating your questionnaire is not currently available if that is the case:

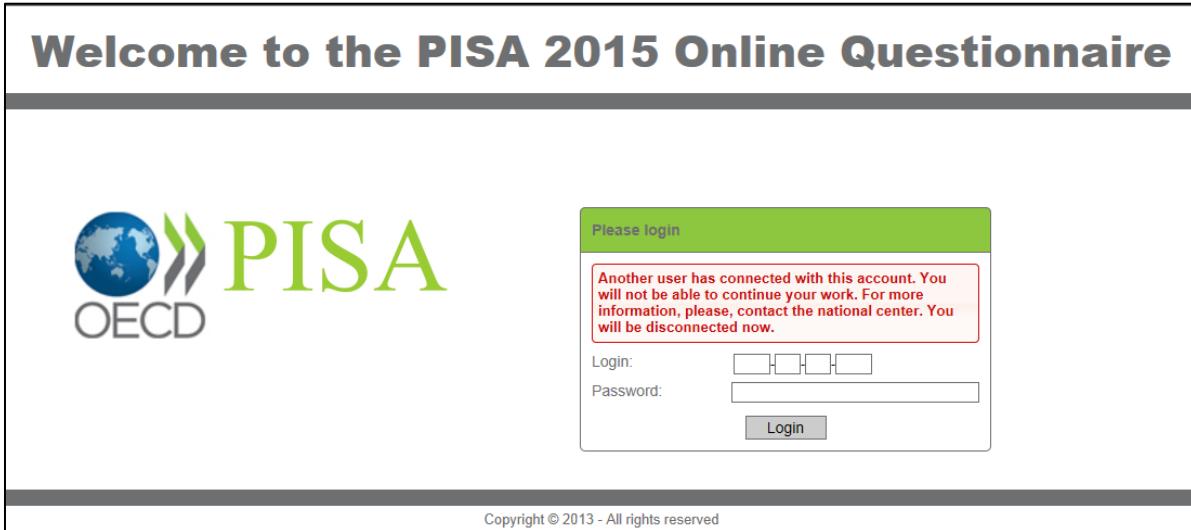


- If your questionnaire is not displayed in the language you selected, please log out and contact Macau-PISA Center.
- If you answer some questions and your answers don't appear anymore (either when you click on "Back" or when you select a question in the *List of Items* window), please log out and describe your problem to Macau-PISA Center.
- The questionnaire is designed to allow only one user with the same account to connect at the same time. If another user is already connected with your account, the following message is displayed:



This message may be displayed if you are working on your questionnaire on one computer (for instance, in your office), and then continue later on a different computer (for instance, at home). If you're sure that you're the only user to use this account, please click on "continue Anyway." Otherwise, please contact Macau-PISA Center to verify if your login is the right one.

If you click on "continue Anyway," the other user will get a message when trying to click on the "Back" or "Forward" buttons indicating that he or she is unable to continue working on the questionnaire due to another user being connected to the account:



**Welcome to the PISA 2015 Online Questionnaire**

**PISA** **OECD**

Please login

Another user has connected with this account. You will not be able to continue your work. For more information, please, contact the national center. You will be disconnected now.

Login:

Password:

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- If you have a technical question that this manual does not answer, please contact Macau-PISA Center as your participation is very important.

**Thank you!**